

<b>Student Life Protocol #3: UW-Parkside Dining Plan Cancellation/Refund</b>	Issued: 2012 Reviewed: 8/2018
	Maintained By: Student Center / Sirovatka- Marshall

**3.01 Background**

Dining plan cancellations and associated refunds are determined through a formal written appeal process. Residential students shall submit a written appeal to the Assistant Director of Housing & Residence Life and all other appeals shall be submitted to the Student Center Director.

Generally refunds are permitted if a student:

- Withdraws from the University;
- Obtains an appropriate medical exemption; or,
- A result of a campus conduct action.

**3.02 Cancellation and Refund Parameters**

Cancellations prior to the fourth week of the semester: students are eligible to keep their dining plan, convert it to a voluntary plan<sup>1</sup> or receive a prorated refund<sup>2</sup> of the Dining Services administrative fee and all unused dining dollars. The Ranger Card administrative fee is non-refundable.

Cancellations beginning the fourth week of the semester: students are eligible to keep their dining plan or have their unused dining dollars refunded. The Dining Services and Ranger Card administrative fees are non-refundable.

<sup>1</sup> Restriction: students are able to convert a Housing & Residence Life dining plan to a voluntary dining plan if their dining dollars usage is below that of a voluntary plan.

<sup>2</sup> The Dining Services administrative fee refund is determined according to the following weekly proration schedule, after which only the unused portion of the dining dollars is refunded. The Ranger Card administrative fee is non-refundable. Students whose dining plan has been in use for any part of a week will be charged for the full week: refunds are based on the week starting Sunday and ending Saturday.

Dining Services Administrative Fee	Week 1	Week 2	Week 3	Week 4
Proration schedule	75%	50%	25%	0%

**3.03 Dining Plan Activation Dates**

Fall semester dining plans will be activated August 1 and Spring semester activated January 2.

**3.04 Protocol Review**

The Student Center Director will review the protocol on an annual basis by December 1<sup>st</sup>. Feedback will be received from Housing & Residence Life Assistant Director, Student Center Director, Student Center Assistant Director for Operations, Dean of Students and the Cashier's Office.